Job Code: 886.8

Job Title: CUSTOMER SERVICE SECTION CHIEF

Pay Grade: 22

## **GENERAL SUMMARY:**

Oversees the daily operations and personnel a customer service section. Provides technical and supervisory training and development programs.

## **RESPONSIBILITIES:**

- Schedules and evaluates work assignments. Supervises temporary employees involved in special audit projects and other personnel.
- Manages the design, development, and implementation of technical training and supervisory and management development programs.
- Oversees customers' accounting operations. Researches and resolves customers' complaints.
- Plans, conducts and revises audits. Drafts audit reports based on documented findings and conclusions.
  Makes recommendations.
- Oversees internal collections. Gathers and interprets data for collection activity.
- Supervises and assists coordinating installation of taps and meters.
- Organizes and monitors collection list to determine liens to be filed with Harris County.
- Responds to written and telephone inquiries from customers.
- Oversees the scheduling and all follow up activities associated with administrative hearings (i.e., analyzing customer's account, recommending corrections, rendering decisions).
- Coordinates facility engineering activities, including administration of contracts for maintenance of heating, ventilation and air conditioning equipment, janitorial services and grounds maintenance.
- Oversees daily activities of meter reading and personnel.
- Assists in developing annual budget and monitors budget expenditures.

# **SPECIFICATIONS:**

### **KNOWLEDGE:**

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

## **SPECIFICATIONS: (continued)**

#### **EXPERIENCE:**

Five years of administrative or customer service related experience are required.

### **COMPLEXITY:**

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

#### **IMPACT OF ACTIONS:**

Errors in work could lead to significant expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

### SUPERVISION EXERCISED:

### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position has significant input on personnel actions, such as hiring, terminations and pay changes.

### **Indirect Supervision:**

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with Managers and Assistant Directors. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

#### PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

## **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

# PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

## **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

## **JOB FAMILY:**

Customer Service Representative I Customer Service Representative II Customer Service Representative III Customer Service Supervisor Customer Service Section Chief Assistant Customer Service Manager

**Customer Service Manager** 

Effective: October 1990 Revised: December 1994